

# How will Anima Work?

Head over to our website - [www.kirklandssurgery.co.uk](http://www.kirklandssurgery.co.uk) and find the Anima banner



Coming soon!

or click on Submit a request



The fastest way to get the care you need

Submit a **medical** or **admin** request and get the **help you need** - without waiting for an appointment

Submit a request



Choose from the options listed

Good morning from everyone at

[I want help with a health problem](#)

Contact us about new or ongoing symptoms



[I have an administrative query](#)

Contact us for a document or update



[I want to view online advice](#)

Find out about conditions, symptoms and treatments, including what to do and when to get help



#### Alternative services

[Visit NHS 111 online](#)



[Find a pharmacy](#)



[Find an Urgent Treatment Centre](#)



Select if you are submitting for yourself or someone else

[← Back](#)

Are you contacting us for yourself, or on behalf of someone else?

☒ Myself

☐ Someone else

Continue

# Enter your details

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**Your details**

Please enter your full legal name — the one your GP has on record. This helps us match your request correctly.

**First name**

**Last name**

**Date of birth**

For example, 02 11 1991

**Postcode**

**UK telephone number (mobile preferred)**

**Are you able to access this phone?**

Verifying you can access the phone provided above will help us respond sooner.

☒ Yes, I'm ready to verify access

☐ No, I need to skip verification

[Continue](#)

**Verify your phone number, if you are unable to verify your number at that time you can skip, it's just helpful if you can.**

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## Verify phone number

We've sent a verification code to

▼ [Not received a text message?](#)

### Verification code

The code is 6 digits

Continue

**Choose who you are submitting the request for and press begin.**

Before you begin...



Please select who you are submitting this request for



If you would like to submit a request on behalf of your child or other dependant, please make sure they have been added to your account before continuing [Click here to add dependants to your account](#)

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**Begin**

**Read the disclaimer (similar to this) and 'click I understand if appropriate. If not please contact us.**

Anima is a tool to help us manage your request as efficiently as possible .If you have a clinical request this will go to the duty team, admin requests will be signposted to the most appropriate staff member. Once triaged you will receive a response by phone, text or email depending on your preference and the urgency after triage.

If you have an emergency or life threatening condition call 999 and DO NOT USE ANIMA

**Please DO NOT use Anima for requesting your repeat medications.**

**Please DO NOT send clinical queries via the admin route**

I understand

**Read the next message and choose an option or if none leave blank and click next.**

Anima is not suitable for emergencies. Are you experiencing any of the following symptoms?  
Select all that apply. If none, leave blank and continue.

- ☐ Signs of a heart attack - pain like a very tight band, heavy weight or squeezing in the centre of your chest or any pain that moves into your jaw or neck
- ☐ Signs of a stroke - face drooping on one side, can't hold both arms up, difficulty speaking, or weakness or numbness on one side of your body
- ☐ Severe difficulty breathing - gasping, not being able to get words out, choking or lips turning blue
- ☐ Seizure (fit) - someone is shaking or jerking because of a fit, or is unconscious (can't be woken up)

Next

**Read the message and choose an option or if none, leave blank and click next.**

Please let us know if you are experiencing any of the following - select all that apply. If none, leave blank and continue.

- ☐ Severe injuries - including deep cuts after a serious accident
- ☐ Poisoning - you have swallowed something you should not have (medicines, batteries, household chemicals)
- ☐ Heavy bleeding that won't stop - uncontrollable bleeding from any part of your body
- ☐ Sudden, rapid swelling - of the eyes, lips, mouth, throat or tongue

Next

**Choose your condition or problem from the list or by searching or scrolling through, If your condition is not listed then click at the bottom, 'My problem isn't listed above'**

Which condition or problem would you like to discuss today?

Type your issue here...

- Abdominal Pain** >  
Suggested topic based on your search
- Abnormal genital discharge** >  
vaginal discharge, discharge from penis, male genital swelling, female genital swelling, abnormal genital discharge
- Acne** >  
pus, acne, zits, spots, cysts
- Ankle pain** >  
ankle pain, stiff ankle, rolled ankle, pain in heel, ankle swelling
- Anxiety** >  
scared, anxiety, anxious, worried, depressed
- Back pain** >  
spine, spinal, back pain, back weakness, back stiffness
- Bleeding from back passage (rectal)** >  
pr bleed, anal bleed, rectal bleed, bleeding from bottom, bleeding from back passage (rectal)
- Blood Test** >  
test, blood, request, blood test

**Once you have chosen an option Anima will take you through a questionnaire based on the condition you have chosen, in this example we chose headaches.**

Hi! Please complete this review to tell us more about your headaches.

We will review your answers carefully to decide if further action may be needed, like prescribing medication or booking an appointment. We will get in touch with you through the app and e-mail. **It is important that you complete this fully.**

It should take around **7 minutes**.

Continue

**Follow this through until the questionnaire has been completed. You can add extra comments at this time.**

Do you have any other comments or questions for us? For example:

Do you have any specific worries or concerns about your condition?

What are you hoping we will be able to do for you today?

Otherwise leave blank, and continue when you are ready to submit all your answers.

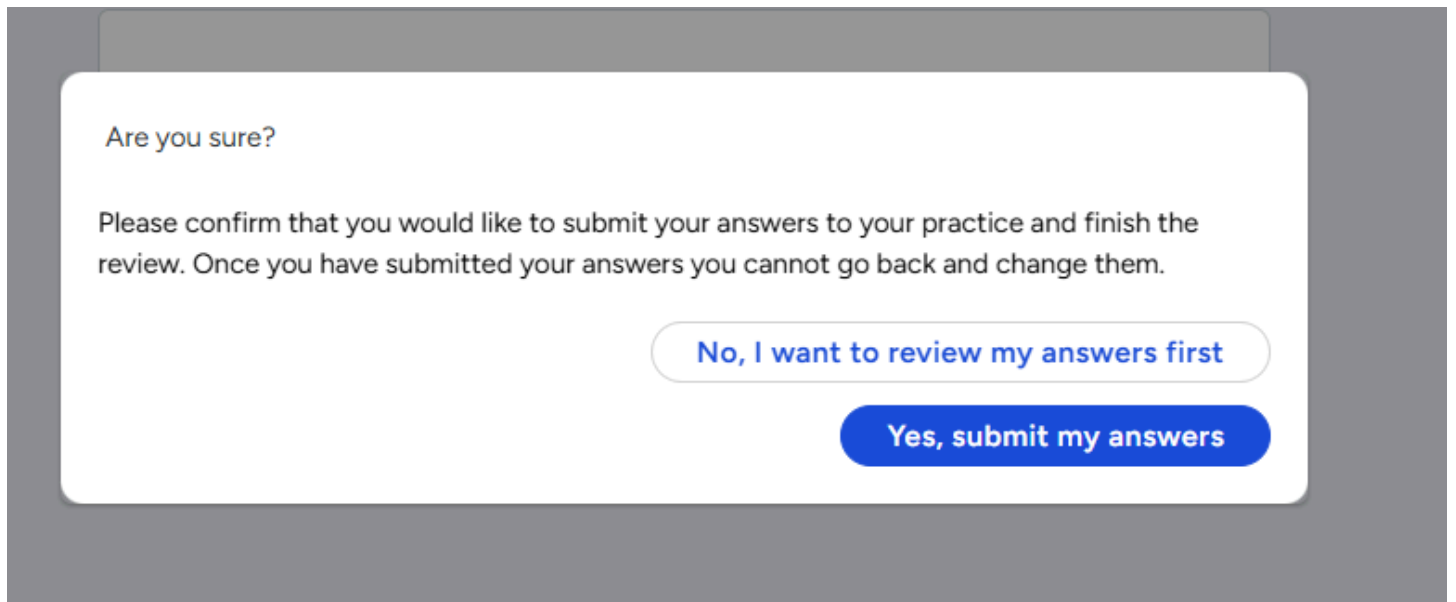
**Please go back and check your answers before you submit** - you will not be able to change them after this point.

Further comments or questions

500 characters remaining

Submit

**You will be able to review your answers before you submit your request**

A white confirmation dialog box with rounded corners on a grey background. It contains the text 'Are you sure?' followed by a paragraph explaining that submitting answers is final. At the bottom, there are two buttons: 'No, I want to review my answers first' in a light blue pill shape and 'Yes, submit my answers' in a dark blue pill shape.

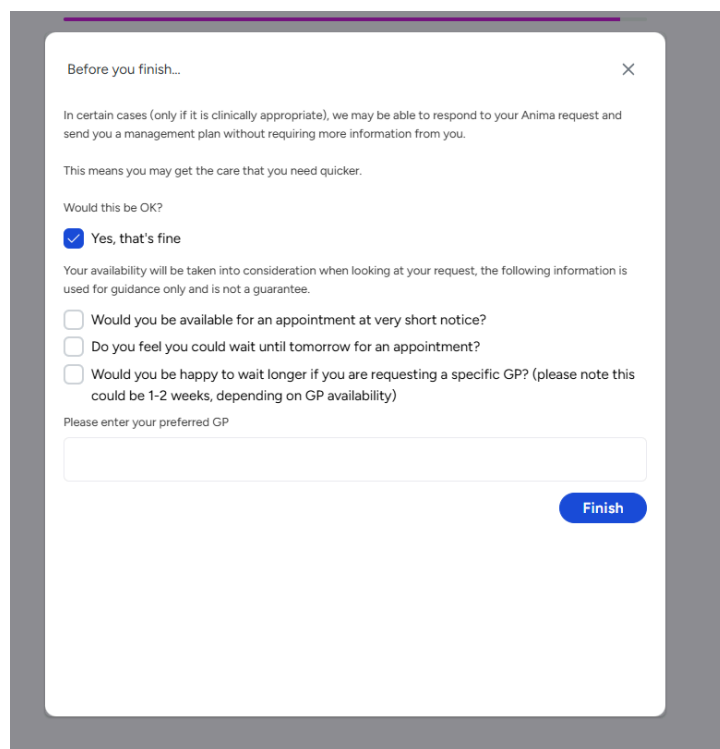
Are you sure?

Please confirm that you would like to submit your answers to your practice and finish the review. Once you have submitted your answers you cannot go back and change them.

No, I want to review my answers first

Yes, submit my answers

**You will be asked your availability for an appointment.**

A white form titled 'Before you finish...' with a close button (X) in the top right corner. It contains explanatory text about clinical appropriateness and a note that the user may get care quicker. It asks 'Would this be OK?' and has a checked option 'Yes, that's fine'. Below this, it states that availability information is used for guidance only. There are three unchecked checkboxes: 'Would you be available for an appointment at very short notice?', 'Do you feel you could wait until tomorrow for an appointment?', and 'Would you be happy to wait longer if you are requesting a specific GP? (please note this could be 1-2 weeks, depending on GP availability)'. At the bottom, it says 'Please enter your preferred GP' above a text input field, and a 'Finish' button in a dark blue pill shape.

Before you finish... X

In certain cases (only if it is clinically appropriate), we may be able to respond to your Anima request and send you a management plan without requiring more information from you.

This means you may get the care that you need quicker.

Would this be OK?

☒ Yes, that's fine

Your availability will be taken into consideration when looking at your request, the following information is used for guidance only and is not a guarantee.

☐ Would you be available for an appointment at very short notice?

☐ Do you feel you could wait until tomorrow for an appointment?

☐ Would you be happy to wait longer if you are requesting a specific GP? (please note this could be 1-2 weeks, depending on GP availability)

Please enter your preferred GP

Finish

**At the end you will receive a notification to say that your GP surgery has received your request and you will be contacted.**



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Thank you! You have reached the end. We will review your answers as soon as possible but it **may take a few days to get back to you with a response.**

You will be contacted through the app and also through email on the next steps (if any).

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**You will also receive an SMS to your phone, confirming your request has been sent.**